FSA Modernization Program
United States Department of Education
Financial Student Aid

IFAP Escalation Procedures

January 2002

Portal/IFAP Systems Troubleshooting Procedures

Portal Systems is comprised of: Schools Portal website and associated databases

IFAP Systems is comprised of: IFAP website and associated databases

Procedures for ED Staff:

In the event that one of the web sites for the Portal or IFAP Systems fails due to application, network or server outage, use the following set of procedures to alert the Mod Partner Ops staff to resolve the problem.

1. If during business support hours (8:00am to 5:00pm M-F), please contact the Mod Partner Operations Team (*see ModPartner Ops contact list)* at 202-962-0721 or send an email to Mod_Partner_Ops@accenture.com.

2. If after business support hours please e-mail the Mod Partner Ops team pager at: 8775806249@skytel.com, or page at: 1-877-580-6249. Please provide a brief description of the problem and one of the Mod Partner Operations personnel will contact the VDC to resolve the problem. If calling after hours, only High Priority (mission critical) problems, or if special support was prearranged, will be escalated. All others will be addressed on the next business day.

3. The person who answers the phone or pager will be one of the operations staff.

4. Tell the operations staff that you are calling about one of the FSA applications and provide the name of the application, its URL address, and as complete a description as possible of the problem. The operations staff will provide you with a ticket number when you call during normal business hours.

5. The operations staff will contact the applications administrator on call for the applications in question.

6. The operations staff will call you back if information is needed, or to provide a status update.

7. When the problem is resolved either the operations staff person or the application administrator will report back to all parties. All actions taken and the final resolution will be documented in the Mod Partner Ops problem management database.

Procedures for Mod Partner Ops Staff:

In the event that one of the web sites for the Portal or IFAP Systems fails due to application, network or server outage, use the following set of procedures to resolve the problem.

1. The application administrators will troubleshoot the application by first performing triage. If they are able to troubleshoot the application without assistance of the VDC, they will resolve the problem and report back.

2. If the problem requires support from the VDC, they will take the necessary steps to resolve the issue:

   a. If necessary, contact VDC for assistance by calling 203-317-5051 and send an e-mail to jwalsh@csc.com.

   b. Tell the CSC operations staff that you are calling about an FSA system and provide the name of the system, its IP address (*see Server Information diagram*), and as complete a description of the problem as possible. You should mention you are on the Modernization Project for The Department of Education in Washington, DC.

   c. The CSC operations staff will contact the CSC system administrator on call for the systems in question.

   d. The CSC system administrator will call you back if additional information is needed.

   e. The CSC system administrators will troubleshoot the system. If they are able to troubleshoot the system without a system reboot, they will resolve the problem and report back.

   f. If the problem requires procedures that need our authorization, they will report back with their recommendation on what needs to be done. We can then look at the system and make our own determination, or accept the recommendation from the CSC system administrator.

   g. If a reboot is necessary, the CSC will need authority from Mod Partner Ops to proceed with system reboot.

   h. The VDC may decide to convene a bridge call to bring other parties into the problem resolution process.

3. When the problem is resolved either the operations staff person or the application administrator will report back to all parties. All actions taken and the final resolution will be documented in the Mod Partner Ops problem management database.

Server Information

Machine	Internet IP	Intranet IP	Logical Name	Products
Production Servers				
su35e10	198.77.163.144	4.20.17.144	Web Server	IFAP html
su35e12	198.77.163.146	4.20.17.146	Web Server	IFAP html
su35e9	198.77.163.143	4.20.17.143	Application Server	IFAP jsp
su35e13	198.77.163.147	4.20.17.147	Application Server	IFAP jsp
su35e8	198.77.163.142	4.20.17.142	Portal Server	Schools Portal
hpv2	4.20.14.40	4.20.14.40	Production Database Server	IFAP/Portal
Testing & Development Servers				
su35e5	4.20.14.135	4.20.14.135	Informatica Server	IFAP jsp
su35e2	4.20.14.132	4.20.14.132	Web & Application Server	IFAP html
su35e1	4.20.14.131	4.20.14.131	Portal Server	Schools Portal
hpv1	4.20.14.59	4.20.14.59	Dvlpmt Database Server	Schools Portal

Mod Partner Operations Contact List

- Team e-mail at: Mod_Partner_Ops@accenture.com, after hours pager support at: 8775806249@skytel.com or page at 1-877-580-6249
- Order in which Operations staff should be called in the event that the VDC detects a problem with any of the web sites or servers.

Name	Org	Work Phone	Cell Phone	Home Phone
Scott McConaghie	Accenture	202-962-0722	571-251-9826	703-266-8682
Mark Mandrella	Accenture	202-962-0721	571-244-8613	703-751-4810
Dorothy Pan	Accenture	202-962-0725	N/A	703-591-5966
Lisa Phillips	Accenture	703-947-1826	703-862-8165	703-528-1406
Wayne Baum	Accenture	202-962-0834	202-841-6900	202-939-0699

Portal/IFAP Systems Contact List

- Order in which ED Staff should be called in the event that Mod Partner Ops detects a problem with any of the web sites or servers.

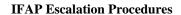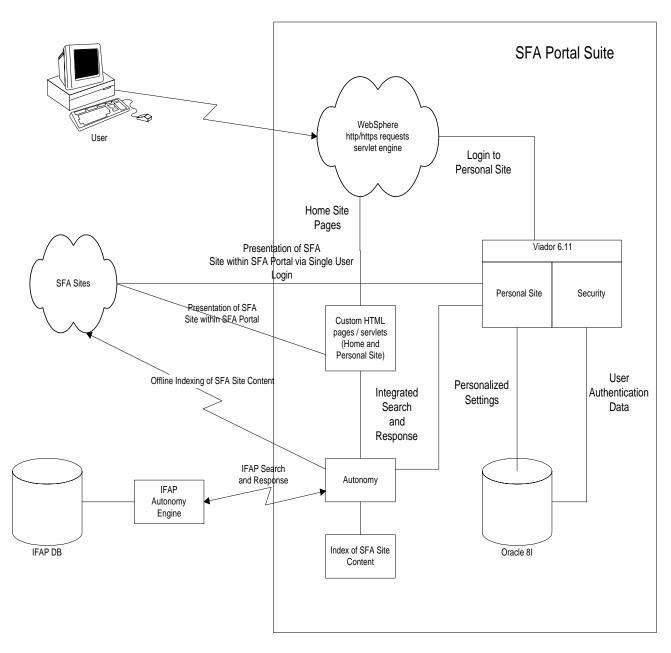| Name	Org	Work Phone	Cell Phone	Home Phone
Colleen Kennedy	FSA	202-377-4119	571-213-7462	703-339-3719
Michaelyn Milidantri	FSA	202-377-4329	703-507-4404	703-690-2387
Lloyd Nicholson	FSA	202-377-4336	N/A	703-780-8966
Marcello Rojtman	FSA	202-377-4346	703-863-6387	703-323-7250

Virtual Data Center Contact List

- Call the Command Center at 203-317-5051 and work with the System Administrator on duty

Name	Title	Function	Email	Phone
Jerry Ryznar	Account Manager	Oversees contract	gryznar@csc.com	301-794-6374
Dave Lass	Service Delivery Manager	Oversees all aspects of delivering service	dlass@csc.com	203-317-5037
Dave Hugh	Network Manager	Oversees network engineers	dhugh@csc.com	203-317-5006
Ben Smith	Operations Manager	ED operations	bsmith1@csc.com	203-317-2178
Rich Ryan	Oracle DBA	Norwich	rryan@csc.com	860-701-1209
Paul Noneiwicz	Mid-Range Manager	Oversees UNIX	pnoniewi@csc.com	203-317-4899

SFA Portal Suite

User

WebSphere
http/https requests
servlet engine

Login to
Personal Site

Home Site
Pages

Viador 6.11

Presentation of SFA
Site within SFA Portal via Single User
Login

SFA Sites

Personal Site | Security

Presentation of SFA
Site within SFA Portal

Custom HTML
pages / servlets
(Home and
Personal Site)

Offline Indexing of SFA Site Content

User
Authentication
Data

Personalized
Settings

Integrated
Search
and
Response

IFAP Search
and Response

Autonomy

IFAP DB

IFAP
Autonomy
Engine

Index of SFA Site
Content

Oracle 8I

School Portal Logical Technical Architecture Topology

IFAP Logical Technical Architecture Topology

Maintain IFAP Documents

SFA Schools
CSB End User

Intranet
FDDI Ring

A -Sun Solaris
Interwoven

**IFAP Interwoven
TeamSite
Repository**

**Export IFAP
Document
Metadata into
Oracle
Repository**

1998 HEA
Announcements
Audit Guide
.
.

Maintain IFAP Documents

SFA Schools
CSB End User

B - HP
Oracle 8i
DB Server

**IFAP Oracle 8i
DB**

Firewall

Router

C - Sun Solaris
IFAP Website
WebSphere
Autonomy

**IFAP Website
Docs**

**IFAP Autonomy
Index**

IFAP Schools
End User

Internet

Change Record Documentation

Date	Author	Version	Change Reference
		1.0	Original/Draft Release
12/11/01	Lisa Phillips	1.1	Updated contact information and new procedures.
12/14/01	Lisa Phillips	1.2	Updated based on comments made by Colleen Kennedy
01/08/01	Lisa Phillips	1.2	Update Contact Information for Wayne Baum